

Congregate Living & Social Services Licensing Board
Tuesday, November 22, 2022 6:00 PM
City Hall, 2nd Floor Council Chambers

AGENDA

I. **Call to Order:** Roll Call

II. **Minutes of Previous Meeting:** October 25, 2022

III. **Unfinished Business:**

IV. **Applications:**

Continued LB 22-01: Applicant, Samuel L. Lake, Executive Director, of the Keene Serenity Center, located at 34 Mechanic St., Keene, which is in the Downtown Limited District and owned by DEW Properties, LLC; is requesting a Congregate Living & Social Services License for a Group Resource Center as defined in Chapter 46, Article X of the Keene City Ordinances.

V. **New Business:**

VI. **Non Public Session:** (if required)

VII. **Adjournment:**

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1 City of Keene
2 New Hampshire

3
4
5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
6 MEETING MINUTES
7

Tuesday, October 25, 2022

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Medard Kopczynski, Vice Chair
Alison Welsh
Thomas Savastano

Staff Present:

John Rogers, Building & Health Official
Corinne Marcou, Board Clerk
Don Farquhar, Fire Chief

Members Not Present:

All Present

8
9
10 **I. Call to Order: Roll Call**

11
12 Chair Oram called the meeting to order at 6:00 PM.

13
14 **II. Minutes of Previous Meeting: September 27, 2022**

15
16 Ms. Welsh noted that her first name only contains one L.

17
18 A motion by Vice Chair Kopczynski to approve the September 27, 2022 meeting minutes as
19 amended was duly seconded by Mr. Savastano and the motion carried unanimously.

20
21 **III. Unfinished Business:**

22 **IV. Applications:**

- 23 A) **Continued LB 22-01: Applicant, Samuel L. Lake, Executive Director, of the**
24 **Keene Serenity Center, located at 34 Mechanic St., Keene, which is in the**
25 **Downtown Limited District and owned by DEW Properties, LLC; is**
26 **requesting a Congregate Living & Social Services License for a Group**
27 **Resource Center as defined in Chapter 46, Article X of the Keene City**
28 **Ordinances.**

29
30 This application remains on continuation until the November 22, 2022 regular meeting.

- 31
32 B) **LB 22-06: Applicant, Christine Allen, Executive Director of the Monadnock**
33 **Peer Support Agency, which is in the Downtown Core District, is requesting**
34 **a Congregate Living & Social Services License for a Large Group Home,**

35 **located at 32-34 Washington St., as defined in Chapter 46, Article X of the**
36 **Keene City Ordinances.**

37
38 Chair Oram asked for Staff comments. Mr. Rogers said this property is located at 24 Vernon
39 Street, with access from Washington Street. This application is a first for this Board—even
40 though the Monadnock Peer Support (MPS) agency has operated in the City for 29 years, this
41 location is new, as is the group home use. They have been through the full process, this is an
42 allowed use in the Downtown Core, and they received their Conditional Use Permit (CUP) from
43 the Planning Board (PB). Now, they were appearing for this license. Inspections occurred on
44 October 13 by the Fire Department (FD), Police Department (PD), and by Mr. Rogers as the
45 Building and Health Official. There were a few housing and health concerns corrected at the time
46 of inspection and the PD had a few recommendations but no concerns. Mr. Rogers knew the
47 Board requested the inspection reports and Staff were working to develop something because the
48 existing reports do not fit the request. He will figure out how to get that to the Board in a timely
49 manner. He did not think the Board would see anything from the PD until renewals occur next
50 year.

51
52 Mr. Kopczynski asked whether MPS moved into the former Keene Housing building, and Mr.
53 Rogers said Monadnock Family Services was the previous owner. Mr. Kopczynski asked if this
54 would be the same building use as for the previous owners. Mr. Rogers said one change of use
55 required a permit because they created residential rooms in the space, which the Applicant would
56 explain. All building permits were obtained, and the inspections occurred.

57
58 Chair Oram heard from the Fire Chief Don Farquhar, who reiterated that the inspection occurred.
59 He said that under the Fire Code, this is a lodging house. He said the Applicants had been
60 wonderful to work with and had responded to any requests. The building is in great shape, and
61 they have zero active Fire Code violations. They are going through a permit process to install a
62 new fire system, at which point the building would be 100% in compliance with a lodging house
63 use. He concluded that they are excellent neighbors, their Staff are very eager to help, and have
64 been completely compliant with the requirements. Mr. Rogers clarified that Chief Farquhar noted
65 that this was considered a lodging house in the Building and Fire Codes, which is slightly
66 different from a group home in the Zoning Code; sometimes not all codes align in types of use
67 and definitions.

68
69 Chair Oram welcomed the Applicant, Christine Allen, Executive Director of MPS at 24 Vernon
70 Street, which she said serves underserved and underutilized communities that need their support
71 and services. They have three separate organized programs: 1) a 6-night/7-day respite program,
72 2) an up to 90-day step-up/step-down program, and 3) the 12-month Washington Wellness
73 program in coordination with Monadnock Family Services. There is also a day program with 50
74 groups running through the week. They are open a few hours on Saturdays and Sundays for
75 church and Alcoholics Anonymous. Currently, there are 420 members with in-person and Zoom
76 support. She requested this license be granted.

78 Ms. Welsh asked whether the issue with neighbor Gary Kinyon had been resolved. Ms. Allen
79 replied in the affirmative that a fence would be constructed, which she hoped would be in the
80 next 1.5 weeks.

81
82 Mr. Savastano was curious whether all clients served come in voluntarily and noted his
83 impression that the step-up/step-down was from the hospital and other sources. Ms. Allen replied
84 that all clients are there voluntarily and receive services for free. Their primary sources of
85 referral are from the County Jail and the NH Hospital. They prefer to not work with conditional
86 discharges.

87
88 Mr. Savastano continued with some questions about the application. He noted that there was a
89 repeat in the application package between pages 14–17 and 59–62, with a slight difference in the
90 language. Ms. Allen said that pages 59–62 should be taken under consideration. She said the
91 difference was because they needed to change some of the narrative to reflect their parking lot
92 and to clarify a concern about congregation in the parking lot for meetings; the parking lot is for
93 smoking, which in turn can lead to congregation. They had initially referred to that as a group
94 and that raised concern. Thus, all meetings are inside and if clients are outside, it is on a walk or
95 at visit local establishments; no meetings are outside.

96
97 Vice Chair Kopczynski noted that this is a new process, and each application is a usable
98 example. He asked whether completing this application and obtaining the necessary information
99 was challenging. Ms. Allen said that City Staff had been incredible, and she leaned on everyone
100 in the Community Development Department. Ultimately, she said the process was great overall
101 and despite some logistical challenges, it went well. She had been in constant contact with the
102 Community Development Department, FD, and PD. Vice Chair Kopczynski noted that he really
103 liked the Community Relations Plan presented.

104
105 Chair Oram asked the number of people in each group of stay/occupancy; he felt that was
106 unanswered and should be clearer. Ms. Allen clarified for the respite program there are two
107 rooms, there are three rooms for the step-up/step-down program, and six rooms for Washington
108 Wellness. She said those numbers will never change.

109
110 Chair Oram said it occurred to him for this and the subsequent application that some clients
111 entering the programs might be coming from a homeless situation. Ms. Allen agreed. Chair
112 Oram asked Staff if that meant they should be also considering requirements for a homeless
113 shelter. Mr. Rogers did not recommend that because hopefully in the future with the programs
114 MPS is putting forward, the ideal is that one's stay at this facility is different from a homeless
115 shelter, with time frames listed. He suggested that would be a rabbit hole of giving every license
116 to these sort of organizations. Ms. Allen added that MPS does not define homelessness as a crisis
117 like fighting addiction or having a miscarriage or not being able to access one's medications. She
118 said there were many variables for why and how they enroll people into the program. Chair
119 Oram wanted to ensure the Board was doing due diligence.

120

121 Vice Chair Kopczynski asked how long they had operated at this location and Ms. Allen replied
122 two years.

123
124 Ms. Welsh thought this was a great resource center for the community. She asked Mr. Rogers
125 how to prioritize that. Mr. Rogers said they looked at a lot of different uses and categorized them
126 as primary and secondary because otherwise they would be issuing three or four licenses to
127 certain establishments. He said there is a possibility of this being a resource center, but the main
128 life safety concern is the residential use of the group home, so that was chosen as their primary
129 license and use.

130
131 Hearing no public comment in favor or opposition, Chair Oram closed the public hearing, and
132 the Committee proceeded deliberating on how this application met the criteria for approval.

133
134 Mr. Savastano thought that everything looked fine; Ms. Welsh thought the application met all
135 three criteria to approve the licensure, and Chair Oram agreed that the application was concise,
136 efficient, and covered everything necessary.

137
138 *The licensing board shall consider the following criteria when evaluating whether to*
139 *approve, renew, or deny a congregate living and social services license application.*

140 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
141 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
142 *codes.*

143 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
144 *that adversely affects the surrounding area.*

145 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
146 *pedestrians, public infrastructure, and police or fire department actions.*

147
148 A motion by Ms. Vice Chair Kopczynski was duly seconded by Mr. Savastano. On a vote of 4–
149 0, the Congregate Living and Social Services Licensing Board approved all three criteria and
150 approved application LB 22-06.

151
152 C) **LB 22-07: Applicant, Thomas Hanna of BCM Environmental & Land Law,**
153 **representing The Home for Little Wanderers, Inc., of Boston, MA, is**
154 **requesting a Congregate Living & Social Services License for a Small Group**
155 **Home, located at 39 Summer St., which is in the Downtown Transition**
156 **District and as defined in Chapter 46, Article X of the Keene City**
157 **Ordinances.**

158
159 Mr. Savastano recused himself from this application.

160
161 Chair Oram heard from Staff. Mr. Rogers said this application is for 39 Summer Street. This
162 application had also been through the PB process for a new use and received approvals for the
163 CUP. Inspections were not conducted yet because the Applicant had not purchased the building.

164 They will need a building permit to change the use from an office in the Downtown Transition
165 District to a group home use, which requires a building permit and that is when inspections would
166 occur. If the Board approved this, it would be a conditional license, pending inspections.
167

168 Vice Chair Kopczynski asked whether the change of use would also require a certificate of
169 occupancy and Mr. Rogers replied in the affirmative. This would also be a lodging house under
170 the Fire Code.
171

172 Chair Oram welcomed the Applicant, Thomas Hanna, who said Mr. Rogers was correct that they
173 received the CUP and he asked whether this Board received the approval letter and final plan
174 from the PB. Mr. Rogers said no, and Mr. Hanna submitted the documents for the record.
175

176 Mr. Hanna introduced Matt McCall, Vice President of Community Programs from the Home for
177 Little Wanderers (HLW), and John Davis, Director of Facilities. Mr. McCall continued
178 explaining more about the HLW and specifically the small group home at 39 Summer Street. Mr.
179 McCall said this application was not new to him in some respects as it mirrored applications for
180 State approval. He said they are the oldest child welfare organization in the nation—founded in
181 1799—and the name came from the mid-1800s, when parents would threaten to send children to
182 them if they did not behave. In a network of programs they oversee, they provide a great deal of
183 services to children and families in MA, NYC, and NH. They serve 8,000–10,000 families
184 annually in programs from residential treatment to special education, to adoptions, and outpatient
185 clinical services, and more. Mr. McCall oversees all the NH business they do, particularly out of
186 Windsor, where their main office is in addition to their special education eco-school and their
187 summer camp. They have 42 kids in the residential program and 75–100 kids at the summer
188 camp; they have been ramping their way up again since Covid-19. There are also children with
189 social-emotional challenges. In addition, NH operates a scattered site apartment program for
190 DCYF for young people who have aged out of congregate living but are still receiving services
191 from DCYF; there are apartments in Keene, Manchester, Laconia, and another. They run the
192 Manchester Youth Homelessness Demonstration Project’s scattered site program for people who
193 need a safe place to be. Approximately one year and one half ago, they were granted new
194 contracts to open this group home. NH has been working diligently for the last five to seven
195 years to bring kids back to NH because there had not been enough beds for NH kids, who are
196 then sent away to be served, making it hard to reintegrate with family and community. They have
197 been running another group home in MA that is a national leader on providing congregate living
198 services to kids who identify as LGBTQ. This is a specialty population and each year three to
199 four kids from NH are sent to the MA location. This is about serving kids who would benefit
200 from being in an environment where there are other young people struggling with similar issues
201 and providing them a supportive environment, which can make a difference for their educational
202 outcomes and social-emotional health. There are services for gender-affirming care.
203

204 Mr. Hanna asked Mr. McCall to list the specific numbers for staffing, the size of the building,
205 and other facts from the application. Mr. McCall said that 39 Summer Street is a 7,000 square
206 foot Victorian home that was converted into a business in the last 30 years, so there is work to
207 convert it back to a residence, because there is no longer a kitchen, for example. There is work
208 outside to damage on the porch, to add a fence along east side at the neighbor’s request; they

209 were allowed no fence on the west side because the neighbor did not request it. They will serve
210 eight children 24 hours per day with 14.5 FTE staff, including direct care staff seven days per
211 week. There will be a staff of two on site at any given time but usually three to four people. This
212 will include a program director that has overall responsibility, a clinical coordinator with an
213 advanced degree and license to provide and coordinate clinical services for the kids, a director
214 who oversees all the residential Staff who works with the kids on a daily basis, a nursing staff
215 person to administer medications, a part-time maintenance staff person, and residential staff and
216 councilors. In NH, residential supervisor and staff must have a bachelor's degree or seven years
217 of commensurate service with kids. There is a three and a half week on-boarding training in
218 therapeutic crisis intervention that is internationally recognized for work with kids in crisis. An
219 administrator is always on call 24 hours per day and one of the Vice Presidents of Operation is
220 always on call, including Mr. McCall.

221
222 Vice Chair Kopczynski referred to the neighborhood relations plan and the idea of four
223 neighborhood meetings yearly, stating that this was positive and would help dispel a lot of
224 misunderstanding. The Vice Chair noticed in the plan an effort to send a post card to the PD and
225 suggested that the PD and FD also warranted a visit to get to know the Staff. Mr. McCall said
226 some of that is getting to know the City better, which they are open to and supportive of. They
227 usually have a PD liaison that comes and has dinner with the children. The Vice Chair thought
228 Keene's friendly PD would be amenable to that. Vice Chair Kopczynski asked who compiled the
229 application. Mr. Hanna read it and Mr. McCall put most of it together. The Vice Chair said it was
230 very complete and had a lot of information, but the only thing he could not find was an actual life
231 safety plan. Still, because this was conditional upon a building permit and certificate of
232 occupancy, it would likely be submitted later. Mr. McCall said that as they move through the
233 permitting process, they would submit the floorplan and at this point, a lot of the plan could
234 change. There is a plan in place for the office building, but they did not think it was adequate.
235 They agreed that the plan would be provided later.

236
237 Ms. Welsh was very excited about the possibility of this program in the community and
238 respected the work they do. She was trying to understand for the Board's purposes why they
239 were hearing this application now and issuing a conditional permit instead of reviewing this all
240 when the building and inspections are complete. Mr. Rogers said the Applicant could speak to
241 this but that is because they want this in place before they spend the money for building. They
242 might be operating for a period before they are back before this Board in June 2023. In response
243 to Ms. Welsh, Mr. Rogers said that a provisional license would be punitive—which the Board is
244 capable of—but this would be a conditional license, pending the building permit, CUP, and
245 inspections; they are the available to move in right away if they have this license from the Board.
246 Mr. Hanna said it was very important to the Applicant and prospective buyers with contingency
247 to have all permits in place, and to at least have this conditional license that is contingent on
248 inspections. He said the renovations would be done well and there was plenty of money to do so,
249 but without hearing from this Board first, it would be difficult to move forward with the
250 substantial investment.

251 Ms. Welsh believed that the application proposed eight lodgers and asked whether that would be
252 expanded. Mr. McCall did not know and there was no plan in place at this time. Mr. Hanna said
253 that would be a requirement from the Zoning Board of Adjustment, which means 9–10 people
254 would be prohibited without a variance.

255
256 Chair Oram felt that in there was a lot of information to provide to the Board before the home is
257 up and running. For example, on pages 272–273, they have evacuation plans, but this building is
258 not yet acquired so that would need to be completed as well. Mr. McCall said they would work
259 with emergency services on that. The Chair reiterated the difference between provisional and
260 conditional approvals. The Chair said the application was remarkably complete and well-written,
261 which he appreciated.

262
263 Vice Chair Kopczynski noted that this is a new process and asked whether it was onerous. Mr.
264 McCall said it was similar to what they must provide to the State, so he did not have to create
265 everything from scratch. He thought everything asked was reasonable and should be known
266 about a social service program. He said he just lacked familiarity with the process, which is why
267 he wanted to come before the Board early on. The Vice Chair distinguished this from the CUP
268 process and Mr. McCall noted some of the differences.

269
270 Ms. Welsh was curious about the neighborhood meeting saying she heard great things, and she
271 was glad they were proactive. Ms. Welsh asked what brought them to Keene. Mr. McCall said
272 first, it was to continue working in the State of NH, where their program is already and there are
273 underserved populations, particularly in this southwest corner of the State. Second, they felt
274 Keene would be a welcoming, supportive, and accommodating community for their LGBTQ
275 clients. Mr. Hanna said it was incredibly difficult to make a deal during the pandemic, but they
276 were able to pay cash, but that came with the contingency for permitting, which is a lengthy
277 process; they lost houses to competitors buying with no contingencies. Mr. McCall said they
278 wanted to be in the right community that would support the children.

279
280 Hearing no public comment in favor or opposition, Chair Oram closed the public hearing and the
281 Board deliberated about the three criteria for approving the application.

282
283 *The licensing board shall consider the following criteria when evaluating whether to*
284 *approve, renew, or deny a congregate living and social services license application.*

285
286 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
287 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
288 *codes.*

289
290 A motion was made by Vice Chair Kopczynski and was duly seconded by Ms. Welsh. On a vote
291 of 3–0, the Board found application LB 22-07 in compliance with criteria one.

292
293 Ms. Welsh said conditional upon meeting the fire safety codes.

294

295 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
296 *that adversely affects the surrounding area.*

297

298 A motion was made by Ms. Welsh and was duly seconded by Vice Chair Kopczynski. On a vote
299 of 3–0, the Board found application LB 22-07 in compliance with criteria two.

300

301 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
302 *pedestrians, public infrastructure, and police or fire department actions.*

303

304 A motion was made by Vice Chair Kopczynski and was duly seconded by Ms. Welsh. On a vote
305 of 3–0, the Board found application LB 22-07 in compliance with criteria three.

306

307 A motion was made by Vice Chair Kopczynski and was duly seconded by Ms. Welsh. On a vote
308 of 3–0, the Congregate Living and Social Services Licensing Board approved application LB 22-
309 07 conditionally upon their successful obtainment of a building permit, inspections, and a
310 certificate of occupancy.

311

312 **V. New Business:**

313

314 There was none to report.

315

316 **VI. Non-Public Session (If Required):**

317 **VII. Adjournment**

318

319 There being no further business, Chair Oram adjourned the meeting at 7:09 PM.

320

321 Respectfully submitted by,
322 Katryna Kibler, Minute Taker
323 November 1, 2022

324

325 Reviewed and edited by,
326 Corinne Marcou, Board Clerk

327



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:	
Case No.	_____
Date Filled	_____
Rec'd By	_____
Page	_____ of _____
Rev'd by	_____

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input checked="" type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Keene Serenity Center	NAME/COMPANY: Samuel L. Lake- executive Director
MAILING ADDRESS: 34 Mechanic St. Keene, NH 03431	MAILING ADDRESS: 34 Mechanic St. Keene, NH 03431
PHONE: (603) 283-5015	PHONE: (603) 283-5015
EMAIL: sam.lake@kscrecovery.org	EMAIL: sam.lake@kscrecovery.org
SIGNATURE: 	SIGNATURE:
PRINTED NAME: Samuel L. Lake	PRINTED NAME: Samuel L. Lake

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Laurie Robistow- DEW Properties, LLC.	NAME/COMPANY:
MAILING ADDRESS: 277 Blair Park Rd, suite 130, Williston, VT 05495	MAILING ADDRESS:
PHONE: (802) 872-0505	PHONE:
EMAIL: lrobistow@dewproperties.com	EMAIL:
SIGNATURE: 	SIGNATURE:
PRINTED NAME: Laurie Robistow	PRINTED NAME:

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with "CLSS License Application" in the subject line
- **Mail / Hand Deliver:** Community Development (4th Floor), Keene City Hall, 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: Name, phone number and address	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: Name, phone number, and address of person acting as the operator, if not owner <input type="checkbox"/> Same as owner
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: Provide all required state or federal licenses, permits and certifications	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: Provide necessary information to the submittal requirements
<input checked="" type="checkbox"/> PROPERTY INFORMATION: Description of the property location including street address and tax map parcel number	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application \$ 62.00 legal ad (checks made payable to City of Keene)
<input checked="" type="checkbox"/> COMPLETED INSPECTION: Inspection date: _____	or <input type="checkbox"/> SCHEDULED INSPECTION: Inspection date: _____
<input checked="" type="checkbox"/> OPERATIONS AND MANAGEMENT PLAN: Plan based on the industry standard "Best Management Practices" to include: <ul style="list-style-type: none"> ◇ Security Plan ◇ Life Safety Plan ◇ Staff Training and Procedures Plan ◇ Health and Safety Plan ◇ Emergency Response Plan ◇ Neighborhood Relations Plan ◇ Building and Site Maintenance Procedures In addition, Homeless Shelters will need to provide: <ul style="list-style-type: none"> ◇ Rules of Conduct, Registration System and Screening Procedures ◇ Access Policies and Procedures 	

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

34 Mechanic Street

TAX MAP PARCEL NUMBER:

K-568/054

ZONING DISTRICT:

DT-L

LOCATION MAP:

Please attach

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.
We are a Recovery Community Organization that follows the States hub and spoke model for those either suffering from, or needing support with substance use disorder. Our participants utilize our facility for one on one recovery coaching, group training and/ or peer support. We host mutual aid meetings such as All Recovery and Alcoholics Anonymous groups. We are non-clinical and refer those in need of clinical care to the appropriate partner, often the Doorway at Cheshire Medical. We do not offer any overnight or housing.

3. Describe the average length of stay for residents/occupants of the facility.

The average stay for our participants is less than 1 hour p/ person. We currently have 4 staff members that work 8 hour days.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

The leased space that is 34 Mechanic Street equals +- 3,100 sq'. We have 3 offices, 2 storage rooms, kitchen and conference/ meeting room. We have exits in the front and rear of the office. We have 2 bathrooms plus a common, handicap bathroom shared with the neighboring office. Our normal business hours are Mon.- Fri. from 9-5. We host meetings and workshops outside of business hours. These groups average between 10-25 people. We do not have any outside areas for use.

Security Plan

Keene Serenity Center utilizes key lock doors with a limited number of key sets. The interior office and rest room doors are set to always lock upon closing. We have a rule of 2 or more staff/ qualified volunteers in the Center while open.

The Center holds regular scheduled office hours. M-F from 9:00 a.m. – 5:00 p.m.

All employees wear photo name tags at all times.

All staff must complete yearly non violent crisis intervention training. (CPI).

Staff involved in bi-weekly supervision meeting where security procedures are a topic.

All compliant files are kept in a locked office, within a locked cabinet.

Any computer holding secure information is password protected and held by a qualified member.

First aid kit is clearly labeled and located near the entrance. A staff member is charged with ensuring that it is stocked and ready.

Life Safety Plan- 10/10/2022

Keene Serenity Center occupies a leased space at 34 Mechanic Street, Keene, N.H. 03431. The lessor holds responsibility for offering a legal space to conduct business. Our landlord is.

DEW Properties, LLC. 277 Blair Park Road, Suite 130 ,Williston, VT 05495

www.dewproperties.com , Office: 802. 872.0505

The space has fire extinguishers and alarm system that is inspected on a yearly basis. Documentation is kept on each extinguisher.

All emergency exits have an escape plan diagram that includes a meeting spot outside the facility. (The corner of Mechanic and Elm).

All staff are trained in emergency response.

Staff Training and Procedures Plan- 10/10/2022

All staff and volunteers are required to complete training requirements at the time of onboarding.

Training includes-

- Code of Ethics
- Confidentiality & Non-Disclosure
- Code of Conduct
- HIPPA (42 CFR)
- Crisis Prevention Institute- (non- violent crisis management)
- Harm Reduction & Overdose Prevention
- General Fire Safety and Emergency Response.

The center always has a clear and defined responsible person in charge and a policy of 2 or more staff/ volunteers on site at all times.

Health and Safety Plan- 10-10-2022

All individuals that come into the Center are required to sign in. If the person presents a noticeable health risk, they are asked to either add PPE or leave the building, at the discretion of the person completing intake.

Keene Serenity Center provides Personal Protective Equipment (PPE) for all staff and participants. We follow all CDC required guidelines for COVID precautions. We monitor policy changes and ensure that they are enforced for the health and safety of all concerned.

All cleaning supplies are labeled for correct use. We are a peer driven center and much of the cleaning and organizing is completed by volunteers. The staff oversees the cleanliness and safety of the facility and is responsible for the space.

We have been supportive with referrals to vaccination clinics for any need. Currently we are partnered with a mobile crisis unit offering Hep- C testing and treatment for participants.

Emergency Response Plan

All Keene Serenity Staff are trained in recognizing emergency and know to call 911 first in a crisis that threatens the immediate health and safety of those involved.

The appropriate contact information for police, fire and crisis management is clearly posted and all staff have access to several methods of contact, including cell phones, land lines and internet.

The Executive Director is to be notified immediately (Samuel L. Lake- sam.lake@kscrecovery.org. or 603-903-5903) Back up is Board Chair (Florence Rawls- floprawls@gmail.com- 617-908-6076 ,

Of any crisis or emergency situation.

Neighborhood Relations Plan 10-10-2022

We are a Recovery Community Organization and our mission is: “To build a community that embraces all pathways to recovery through peer support and community engagement in a safe environment “ .

Having strong, inclusive neighborhood partners is the key to our success- following the idea that “together we can accomplish that which I, alone cannot.

Some of the ways in which we support a Neighborhood Relations Plan is to :

- Hold and post regular office hours. (M-F 9-5)
- Support a social media profile and manage links and comments for Facebook and tik tok.
- Support an active website (www.kscrecovery.org with open email link - info@kscrecovery.org
- Phone service including available anytime access to the Director.
- We host outreach events all over the city including at the public library most Fridays from 1-3.
- We offer harm reduction trainings to any organization or individual that asks.
- We accept used syringes for disposal and will go out and offer disposal services as an outreach.
- We have working partnership relations with most organizations in our neighborhood. Such as the Community Kitchen, monadnock Peer Support, Parenting Resources, Probation, Drug Court and Planned Parenthood.

We have an internal ethics team that is available to handle concerns such as complaints. We are also part of a larger Ethics committee that includes members from Harborcare and all 20 Recovery Community Organizations across the state.

We answer all public inquiries or complaints promptly and with an open mind.

At this time we do not have any open cases or complaints.

Building and Site maintenance Procedures 10-10-2022

Our space at 34 Mechanic Street is leased through DEW Properties, llc and our lease contract states that basic internal responsibilities, such as notification of a problem or basic maintenance is the responsibility of Keene Serenity Center and all external and repairs are that of the landlord.

We take care of cleaning, light bulbs etc. The landlord is responsible for trash removal, winter maintenance including side walk, HVAC, electrical and plumbing.